



*Embassy of the United States of America
Kyiv, Ukraine*

JOB OPPORTUNITY ANNOUNCEMENT

009

Date: February 25, 2015

TO: ALL MISSION PERSONNEL

FROM: JOSEPH ROZENSHTAIN – ACTING HUMAN RESOURCES OFFICER

SUBJECT: SPECIAL CONSULAR SERVICES ASSISTANT

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *The application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

POSITION TITLE: Special Consular Services Assistant

OPEN TO: ALL INTERESTED CANDIDATES

GRADE LEVEL: FSN-08, FP-06* (Full Performance Level)

WORK HOURS: Full Time, 40 hours per week

POSITION TYPE: Permanent

OFFICE LOCATION: Consular Section/American Citizen Services

OPENING DATE: Immediate

DEADLINE: March 11, 2015 at 6 P.M. Kyiv Time

**FP –06 is subject for confirmation with Washington.*

IMPORTANT ELIGIBILITY NOTE:

ALL U.S. CITIZEN, WHO ARE ORDINARILY RESIDENTS IN UKRAINE AND THIRD COUNTRY NATIONAL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION. SUCH APPLICANTS ARE REQUESTED TO ATTACH COPY OF THEIR *RESIDENCY PERMIT* TO THE APPLICATION.

BASIC FUNCTION OF POSITION:

In fulfillment of a core Mission and Department objective, the incumbent serves as a Special Citizen Services Assistant providing full range of services to American citizens in Ukraine. These services include, but are not limited to: documentary services, cases of death, arrest, destitution, medical emergency of American citizens in Ukraine, children's issues, assistance to victims of crime, etc. The incumbent responds to requests for routine services, but a significant amount of his or her time is spent handling multiple cases that require considerable time, analysis and research in their resolution. These cases in general do not have prescribed solutions and incumbent must research, innovate and plot strategy to resolve these issues successfully. The incumbent actively and independently resolves issues or works with a Locally Engaged Staff (LES) Senior ACS Assistant or a Consular Officer when appropriate. The position is supervised by the LES Senior ACS Assistant.

REQUIRED QUALIFICATIONS:

EDUCATION:

- Completion of secondary school is required.

WORK EXPERIENCE:

- A minimum of two years of administrative experience in a professional office environment that includes at least one year of experience with the foreign Embassy or international organization.

LANGUAGE:

- Level IV (fluency in speaking/reading/writing) in English, Russian and Ukrainian is required.

KNOWLEDGE:

- Incumbent must possess a detailed and broad knowledge of the political situation in Ukraine, legal and regulatory frameworks governing Consular work, criminal/civil/procedural codes (as it relates to death, arrest, detention cases, judicial assistance, and other aspects of ACS work). Finally, incumbent must have a good understanding of various techniques and practices such as problem solving, analytical skills, coaching and counseling, negotiations and conflict resolution, dealing with customers.

SKILLS AND ABILITIES:

- Drafting skills in English, Russian and Ukrainian required. Good customer service, communication and interpersonal skills are also required. Good computer skills for frequent, accurate and quick data entry, including a good knowledge of spreadsheets, word processing.

APPLICATION AND SELECTION PROCESS:

✓ The Universal Application for Employment (DS-174) is a **mandatory** application for all locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 **in English** and submit it to the Embassy Human Resources Office by COB **March 11, 2015**. The new DS-174 is available on the official U.S. Embassy website under the Employment Opportunities section:

<http://ukraine.usembassy.gov/job-opportunities.html>.

Universal Application for Employment (DS-174) can be filled out electronically and emailed to: KyivHR@state.gov or faxed to: [521-51-55](tel:521-51-55).

Note: Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include a complete DS-174 will be considered incomplete and will not receive further consideration for recruitment.

ADDITIONAL SELECTION CRITERIA:

- Actual hiring for this job is subject to funds availability and should be confirmed by an appropriate bureau before a job offer is made.
- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current employees serving a *probationary period* are not eligible to apply for this position.
- Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
- US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- **U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other equally qualified candidates in accordance with Section 301 (c) of the Foreign Service Act of 1980.** Candidates who claim *U.S. Veterans hiring preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFMs hiring preference should indicate their EFM status in the application form.
- All qualified EFM candidates will be interviewed by the Post Employment Committee and the hiring office. The PEC selects the candidate for the position and conveys that selection to the Front Office for concurrence.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The U.S. Mission in Kyiv provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

CLEARED: RZalizniak - CONS (by e-mail)